

ARUBA



Lago Oil & Transport Co., Ltd.

Aruba, Netherlands Antilles

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Lago Planning and Supply Organization established in Coral Gables



Seated l. - r.: Antonio Nemecek, John Holzer and John Bell. Standing from l. - r.: Ken Booi, Subbarad Kikeri, Ernand de L'Isle, Rudolf Jessurun, Cobi Geerman and Dan Harcharik.

Effective October 1, 1981, the Business Planning and Supply Department at Lago was officially discontinued and the Lago Planning & Supply Organization in Coral Gables was launched. The budget monitoring and coordination activities of B.P. & S. were assumed by the Technical Department and its responsibility for the daily crude products coordination, short term refinery economics and local commercial business activities were assigned to the Process Department.

The main functions of the Lago Planning and Supply Organization are to provide commercial and supply coordination service between Lago and its customers, conduct economic studies involving the refinery and its supply organizations and to develop supply and operating plans.

Mr. Stu Bengtson has been named a Vice President of Lago with responsibility for the Planning and Supply Organization. The new organization consists of two departments, namely: the Supply Department headed by Mr. John H. Bell and the Long Range Department headed by Mr. John M. Holzer.

The Supply Department has two divisions, the Coordination & Planning and the Business Analysis Division. The Coordination & Planning Division coordinates quarterly stewardship review of key Lago operations to evaluate planning bases and assess cost/benefit effects of operational adjustment. It also develops crude and product inventory management guidelines, and appraises EIA and Lago Management of key supply/demand developments.

This Division is headed by Jack Fitzgerald and includes Bill Bindeman, Senior Advisor, Steve Sayuk, Advisor, Ernand de L'Isle, Rudolf M. Jessurun and Subbarao L. Kikeri as Engineering Associates, Kenneth O. Booi, Senior Engineer and J. Paquette as Analyst.

The Business Analysis Division develops and maintains refinery economic guidelines for use in marginal cost/value analyses, investigates alternative economics of various

(Continued on page 9)

Lago ta yuda empleadonan prepara pa muda pa Coral Gables

Entre Oktober 19 y 21, 1981, e prome grupo di empleadonan y familianan traslada pa e Organisashon nobo di Lago Planning and Supply lo viaja pa Coral Gables. Te awor e mudamento pa Coral Gables a bai sin problema.

Dia cu e empleadonan a wordo acerca encuanto e traslado pa Coral Gables varios preguntanan y preocupashonnan a ser treci ariba. E empleadonan kier a sa tocante e posibilidatnan pa hanja cas, facilidadnan di school pa nan juinan y con nan juinan lo fit den e sistema di school americano. Kiko ta Lago su manejo encuanto traslado? Den un esfuerzo pa contesta e preguntanan y hasi e traslado mas suave posibel Lago a bin cu cierto iniciativanan.

Na prome lugar, Dr. Bert Kleiman, director di Dade County School a wordo invita pa bin Aruba. Aki Dr. Kleiman a bishita Afdeling Onderwijszaken pa hanja informashon riba e sistema y leerplan na Aruba y riba e exigencianan cu e muchanan lo topa ora nan bolbe back. Tambe a wordo regla pa Sr. John Grupe di Employee Relations Department di Esso Inter-America bin Aruba junto cu un representante di Stadler Associates, un compania di real estate pa cubri e proceso di orientashon di e grupo na Florida y pa dunanan informashon riba e mercado di huurmento di cas.

Dia 11 di Agosto tabatin un dia henter cu seshonnan di informashon pa e empleadonan y nan casanan na Esso Club. E seshonnan tabata cubri topiconan manera Orientashon riba e sistema di school americano en general y e Dade County School muy en particular. E capacidatnan di educashon di Dade County su sistema di school a wordo ampliamente explica y tambe tabatin seshonnan special cu e mayornan cu tabata tin preguntanan specifico, a wordo muestra slides di e aria di Coral Gables incluyendo informashonnan riba casnan cu ta disponible y riba gastonan y condishonnan di bida eynan.

E school di Seroe Colorado a cuminsa cu un curso special di ingles pa e muchanan cu ta bai Florida. Dia cu Seroe Colorado School a habri na September e muchanan aki a cuminsa bai school eynan y asina hanja orientashon den e programa educashonal americano. Na mes tempo nan a sigi cu nan lesnan di ingles. Ora nan jega Miami y drenta school aya nan lo wordo getest riba nan saber di ingles y nan lo hanja un entrenamiento especial pa hanja mas habilidad den ingles pa asina por bai den e klas di acuerdo cu nan edad.

Tur empleadonan y nan casanan a bai Florida pa busca cas. Cada uno a hanja un representante di Real Estate cu a yuda nan busca un cas acceptabel. Nan tur por a resolve e problema di hanjamento di cas durante e viahe aki. Den entrevista cu algun di e señoranan nan a bisa cu nan ta contento cu e manera e mudamento a bai te awor. "Florida tin hopi di ofrese, tin hopi actividadnan y lugarnan pa bai cu muchanan bishita. Aunque e ta un cambio grandi, toch mi ta contento cunele" un di e casanan a bisa.

Lago y Esso Inter-America a coordina e mudamento grandi aki y ta contento cu hopi di e preocupashonnan cu tabata tin na cuminsamento a wordo elimina. E compania ta conciente di e tenshonnan y problemanan cu mudamento asina por trece y ta reconece e necesidad pa minimalisa nan.

ARUBALago Oil & Transport Co., Ltd.
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Rocky Angela leading Management II session at the Training Center in the Administration Building

Management II workshops focus "Managing Change for Improved Teamwork and Productivity"

In August and September, Phase one of "Management II" workshops was conducted at Lago for Division Superintendents, Section Heads, Zone Supervisors and senior professionals of all departments. Management II is being developed by Esso Inter-America working with the Institute for Management Improvement (IMI) a private consulting group. Lago makes inputs to the workshop design and has the primary responsibility for implementation here. The workshop held in the first week of August also served as the "pilot" of the program for the EIA Region with EIA and IMI staff participating to help test and improve the workshop materials.

Phase two of the workshops will be implemented during November and December of this year for the same participants with Action Plans from those sessions stretching into next year. Management II, Phase three is tentatively scheduled for 1982, second quarter.

The workshops are focussed on "Managing change for improved teamwork and productivity in the 1980's" as one part of Lago's improvement program which is expected to continue over the next several years. Topics covered were: Improving Teamwork, Defining Goals and Objectives, Problem Solving, Leading and Influencing and Communications.

The Phase one workshops were coordinated by Messrs. W.E. (Bill) Brenneman, Employee Relations - Training/Organization Development Coordinator, and Rocky Angela, Special Projects Department Manager. Other Lago workshop leaders were Messrs. R.E. (Bob) Levy, Technical Department Manager, George W. Adams, Division Superintendent - Analytical Conservation and Systems, and N.M. (Mike) Landaiche, Division Superintendent - Instrument/Electrical. Workshop sessions included theoretical inputs which became practical application when participants developed Action Plans to implement with their work groups back on the job. Each Supervisor received survey results from his

(Continued on page 10)

Reorganisashon den Departamento di Controller's

Durante e ultimo lunanan un cantidad di cambionan a tuma lugar den departamento di Controller's. E cambionan tabata mayoria parti den terreno di consolidashon di trabow den e departamento mes, consolidashon cu funcshonnan di otro departamentonan, regroupashon di funcshonnan y den algun casonan establecimiento di secshonnan nobo pa mehora eficiencia di e departamento den dunamento di servicio. Un cambio recientemente tabata e traslado di e Documentation Group di Planning and Control Section den Oil Movements Division pa Controller's dia prome di Oktober, 1981. E traslado aki a wordo hasi riba recomendashon di Oil Loss Task Force cu e objetivo pa fortifica controlnan den asuntunan di contabilidad di azeta perdi. E cambio aki ta forma parti di e Plan di Acshon di Lago cu ta dirigi riba identificashon, reducshon, control y mehorashon di systema di contabilidad di perdida di azeta.

V.D. Tjin-Tham-Sjin, actualmente Special Projects Leader den Accounting Division, a wordo nombra Consejero y Supervisor Funcshonal di un grupo aki, cu tin e responsabilidad pa implementa recomendashonnan y futuro mehorashonnan relata cu perdida di azeta y oil accounting. Luciano Krozendijk, Accountant den e Financial Reporting and Analysis Section, a bira Supervisor di e secshon aki. Modesto Ruiz, Accountant den Financial Reporting and Analysis Section, a bai over den e mes capacidad pa Documents Section, unda e lo asumi e funcshonnan relashona cu Material Balance (Slagen Model Analysis). E sigiente personanan cu a bai over pa Controller's Department lo traha hunto cu Modesto Ruiz riba e proyecto aki: E.S. Pellegrim, W.W. de Vries, R.T. Loefstop, P.H. Phillips, J.H. Rodriguez, J. de Palm y R.R. Kelly.

Otro cambionan reciente den Accounting Division ta:

Creashon di un Facilities Accounting Section pa consolida e funcshonnan di Capital Budget controls, Properties Accounting y General Books.

Hubert L. Richardson a wordo promovi como hefe di e secshon aki.

Creashon di un Financial Reporting and Analysis Section den e area di Financial Reporting & Oil Accounting.

E prome responsabilidadnan di e secshon aki ta preparashon y analysashon di cuentanan financiero provisional, analysis di gastonan di operashon di e corporashon, consolidashon di datonan pa predicshon y preparashon di otro datonan financiero y estadisticos cu por wordo usa paden y pafo di e compania.

Roberto Dijkhoff a wordo promovi como hefe di e secshon aki.

Cambionan den MCS Division:

Un Applications Development and Support Section a wordo estableci cu D. Boley como hefe interino di e Secshon.

Tur actividadnan pa duna ayudo na e systemanan di programashon a wordo consolida bao Computer Operations y Technical Support Section cu Clark Carter como hefe di e Secshon.

Junto cu e cambio aki Len Hartman y Juan Henriquez a wordo traslada di Process Technical Services di Technical Department pa MCS Division.

(Continua na pagina 10)

Controller's Department Reorganized

During the past few months, a number of organizational changes were effected in the Controller's Department. The changes were mainly in the areas of work consolidation within the department itself; consolidation with functions of other departments; regrouping of functions, and in some cases the establishment of new divisions to improve the department's effectiveness in providing service.

A recent change was the transfer of the Documentation Group from the Planning and Control Section in the Oil Movements Division to Controller's, effective October 1, 1981.

This transfer was made at the recommendation of the Oil Loss Task Force with the objective of strengthening controls on oil loss accounting matters.

This change is part of Lago's action directed towards identifying, reducing, controlling and improving accountability of oil loss.

V.D. Tjin-Tham-Sjin, presently Special Projects Leader in the Accounting Division has been named Advisor and Functional Supervisor of this group, with responsibility for implementation of recommendations and further improvements related to oil loss and oil accounting.

Luciano Krozendijk, Accountant in the Financial Reporting and Analysis Section, has been designated Supervisor of this section.

Modesto Ruiz, Accountant in the Financial Reporting Analysis Section, has transferred in the same capacity to the Documents Section, where he will undertake the functions related to Material Transfer (Slagen Model Analysis).

The following personnel transferred to Controllers Department will be working together with Modesto Ruiz on this project:

E.S. Pellegrim, W.W. de Vries, R.T. Loefstop, P.H. Phillips, J.H. Rodriguez, J. de Palm, and R.R. Kelly

Other recent changes in the Accounting Division are:

The creation of a Facilities Accounting Section to consolidate the functions of Capital Budget controls, Properties Accounting and General Books. Mr. Hubert L. Richardson has been promoted to Section Head of this section.

The creation of a Financial Reporting and Analysis Section in the Financial Reporting & Oil Accounting area. Its primary responsibilities are the preparation and analysis of interim financial statements, analysis of corporate operating costs, consolidation of data for forecasts and preparation of other financial and statistical data for internal and/or external users. Mr. Roberto (Rudi) Dijkhoff has been promoted to Section Head of this section.

Changes in MCS Division

An Applications Development and Support Section has been established with D.A. Boley as acting Section Head.

All systems programming support activities have been consolidated under the Computer Operations and Technical Support Section headed by Clark Carter. Concurrent with this change Messrs. Len Hartmann and Juan Henriquez have transferred from Process Technical Services Division to the MCS Division of the Technical Department.

Other changes in Community Services.

The general services related functions were combined under one division. Printing Plant, Telex, Mail and Secretarial Services Group which were formerly part of MCS & Office Services Division were transferred to Community Services Division. This division has been renamed General Services Division with Mr. R. Gene Goley as Division Superintendent.



Technical Department Group discussing Teamwork.

From left to right: Bob Seldomridge, Bob Arrendell, Don Thurber, Jerry Hale, J. T. Croes, Jerry Bailey and Jags Iyengar.

Management II workshops concentra riba "Maneho di cambionan pa drecha teamwork y producshon den anjanan 1981 pa dilanti"

Na Augustus y September, e prome parti di "Management II" workshop a tuma lugar pa Division Superintendents, Section Heads, Zone Supervisors, y Senior profesionalnan di tur departamentonan. Management II a wordo desaroya door di Esso Inter-America conhuntamente cu e Institute for Management Improvement (IMI). Lago a contribui na e desaroyo di e workshop y tabata primeramente responsabel pa e workshop den prome.

E workshop den prome siman di Augustus tambe a servi como un guia pa e programa di Esso Inter-America pa e region aki y miembronan di staff di EIA y IMI a participa pa yuda test y mehora e material di e workshop.

E di dos parti di e workshops lo wordo implementa durante November y December di e anja aki cu plannan di acshon di e seshonnan cu lo sigui te den anja cu ta bini. E di tres parti di Management II ta planea pa 1982 den segundo Kwartaal di anja.

E workshopnan tabata concentra riba "Maneho di cambionan pa drecha teamwork, y producshon den anjanan di 1980 pa dilanti" como parti di e programa di Lago pa jega na un mehorashon den tur sentidonan y esaki ta planea pa sigi e anjanan cu ta bin.

Temanan durante e secshonnan tabata: Con pa mehora teamwork, Describi claramente metanan y objetivanan, Con pa resolve problemanan, Con pa guia, influencia y comunicashon.

E workshopnan a wordo coordina door di Srs. W.E. (Bill) Brenneman (Employee Relations - Training/Organization Development Coordinator) y M. (Rocky) Angela (Manager - Special Projects Department). Otro hendenan cu a guia e seshonnan tabata Srs. R.E. (Bob) Levy (Manager - Technical Department), G.W. (George) Adams (Division Superintendent - Analytical Conservation and Systems) y N.M. (Mike) Landaiche (Division Superintendent - Instrument Electrical).

E workshopnan ta consisti di un parti theoretico y durante aplicashon di e tneorianan presenta e participantenan por desaroya plannan di acshon cu nan por usa den nan trabow. Cada supervisor a hanja e resultadonan di e encuesta di e hendenan cu ta traha bao dje y esaki ta yudele identifica e arianan cu mester mehorashon y plannan di acshon.

E Organization Improvement Steering Committee nobo cu a wordo forma ta responsabel pa maneho di e coordinashon total di mehorashon II hunto cu otro metanan y actividnan di mehorashon di e Organisashon. Lo tin workshopnan y plannan di acshon cu lo continua den 1982 pa asina inclui tur supervisor y personal profesional. Actividadnan den futuro lo envolvi tur empleadonan poco poco.



Instructor John Peterson giving explanation of refractory gunning

Technical Department Sponsors Refractory Training Course

A 4-day Refractory Training course was recently sponsored by the Technical Department for Technical and Mechanical employees as well as local contractor employees. Participating in this course were also representatives from the Manref (Nicaragua), and Rasa (San Salvador) refineries.

Course coordinator was Luis Giel of the Technical Department and the course leaders were Stan Bronson and John Peterson of Exxon Research and Engineering.

What is refractory, its use and importance in Petroleum Refineries? We went to Luis Giel for the answers and here is what we got.

What are refractories?

Refractories are non-metallic materials which exhibit very good physical and chemical stability in high-temperature environments where metals are unsuitable. All refractories have some weaknesses that must be accommodated by the design. This weakness can be poor resistance to thermal shock, chemical attack, corrosion etc. Refractory performance in all cases is never as flawless as has been our experience with most application of metals.

Why are refractories used?

Environmental conditions in equipment dictate what construction materials will be required. In most cases metals are used up to about 500°F for pressure and total process containment (furnace casing etc.). Refractory materials are used as a liner to prevent metal temperatures from exceeding, whatever is felt to be that allowable maximum. Apart from offering high temperature resistance, refractory materials can provide high resistance to heat transfer, abrasion, erosion, and corrosion in many applications where metals are inadequate. Without the use of refractories, heat losses would be economically unacceptable in furnaces, boilers, and some vessels. In addition without it the overall containing structure could not be constructed.

Importance of Refractory in Petroleum Industries.

In refineries such as ours, where maintenance of high heat temperatures is required, refractory is of utmost importance. There are many different refractory products, most of which are specifically designed to cope with specific operating conditions. Manufacturers, consumers and ASTM all "classify" refractories but each in somewhat different manner. Success with refractories depends on quality products, proper selection, proper curing and initial heat-up, and operating conditions. The training program's objective was to provide an up-date for those who work with it in the refinery.

Reunion Anual

Na Juni di e anja aki gerencia di Lago a invita tur empleadonan na Esso Club. E intenshon di e reunionnan aki tabata pa informa tur empleadonan riba loque Lago ■ hasi den e anja cu a pasa y e desaroyonan nobo y plannan di acshon di compania.

Tambe pa duna e empleadonan oportunidad pa hanja contesta riba nan preguntanan. Esaki tabata di dos reunion anual cu Lago ■ tene. Gerencia tabata di opinion cu a bira tempo pa test sentimento tocante ■ valor cu ta ser duna na e reunion aki y ki cambionan ■ empleadonan kier mira den e aspecto aki.

Communication Action Team cu ta consisti di empleadonan di varios departamento a ser pidi pa tene un encuesta riba e reacshonnan di empleadonan tocante e reunion aki.

E team aki a entrevista 107 empleado di tur nivel y unidannan na Lago. E resultadonan mas importante ta lo siguiente:

	Second level Supervisors esnan mas halto	Otro MPT's y first level Supervisors	Personal Cubri pa contracto
Bo a atende e reunionnan Si	80%	85%	71%
E seshon tabata util pa bo Si	67%	79%	86%
Cu ki frecuencia bo kier e reunionnan			
Anualmente	47%	36%	15%
Mas frecuente	33%	36%	46%
Ora tin evenemento importante pa wordo anuncia	20%	28%	34%
Topico di mas interes cu tin relashon directamente cu Lago			
(Invershonnun nobo, Lago su perspectivanan, objetivonan, operashonnan)	82%	81%	70%
Desaroyonan internashonal (Desaroyo industrial di EIA/Lago)	9%	15%	16%
Desaroyonan di Lago/ Aruba	-	4%	7%
Henter seshon			
Ki otro of mas informashon ta wordo desea			
Resultadonan di Lago y futuro perspectiva	50%	17%	14%
(Comparashon cu otro refinarianan)			
(Hechos riba logronan, ganashi)			
Loque ta interesa empleadonan	30%	50%	82%
(Benefishinan, medico, man-power plan, seguridad di trabao, pago y salarionan)			
Relashona cu Aruba	10%	28%	-
(Explorashon, relashon cu gobierno, Entrega di crudo Venezuela, be-lasting)			

(Continua na pagina 9)

Lago Employees leave for Assignments in Coral Gables



LORETO KOCK



J. H. BELL
Manager - Supply Dept.



J. M. HOLZER
Manager - Long Range Dept.



COBY GEERMAN



KEN BOOI



OMAR BOOI



ERNARD DE L'ISLE



GLENN GEERMAN



DAN HARCHARIK



RUDY JESSURUN



SUBBARAD KIKERI



TONY NEMECEK

SERVICE MILESTONES

30-Year Service Awards



TECHNICAL DEPARTMENT

Wilhelm Geerman Mario Tromp
Juan P. Martijn Adolf M. Robles de Medina



EMPLOYEE RELATIONS

Simon D. Geerman

INDUSTRIAL SECURITY

Fermin L. Boasman

LONG RANGE PLANNING

Loreto Kock



PROCESS DEPARTMENT

Pedro Bisslik
Isidro Boekhoudt
Francisco E. Britten
Juan E. Croes
Juan V. Croes
Porfilio Croes
Crismo Damian
Juan Dijkhoff
Herman I. H. Euson
Tomas A. Figaroa
Bernard J. Geerman
Antero Gil
Henry M. Henriquez

Dominico Kelly
Antonio S. Marchena
Simplicio E. Oduber
Alberto Pena
Everaldo M. Paublini
Nouel Quandus
Pedro H. Quant
Crismilliano Schwengle
Mateo A. Tromp
Juan van der Biezen
Pablo Q. Vrolijk
Roman Vrolijk
Raymundo Werleman



MECHANICAL DEPARTMENT

Thomas H. Bermudes
Tarcisio Farro
Damian Jansen
Pascual A. Quandus
Theodoor V. Ruiz

Francisco S. Vos
Anselmo Leest
Johannes S. Wiersma
Federico M. Donata
Miguel A. Dirksz



John Every, Assistant Technical Manager presenting Ibrahim Martines with his 40-year Certificate.

Annual Meeting

Last June, Lago management invited all employees to meetings at the Esso Club. The purposes of these meetings were to inform all employees of Lago's performance in the past year, new developments and company action plans, and to provide an opportunity for employees to secure answers to their questions.

This was the second annual meeting held by Lago. Management felt it was timely to test employee feelings about the value of such meetings and what if any changes would employees like to see.

The Communications Action Team composed of employees from various departments was asked to conduct a survey of employee reactions.

The team interviewed 107 employees from all levels and units at Lago. The following are some of the key results of the survey.

	Second level Supvsrs & above	Other MPT'S and 1ste level Supervisors	Covered personnel
Did you attend			
Yes	80%	85%	71%
Was the session use- ful to you			
Yes	67%	79%	86%
Preferred frequency			
Yearly	47%	36%	15%
More frequently	33%	36%	46%
When important events are to be an- nounced	20%	28%	34%
Which were areas of most interest presen- ted			
Directly Related to Lago (New investments, Lago lookout, goals, operations, review, etc)	82%	81%	70%
International Develop- ments (EIA/EXXON, Industry trends)	9%	15%	16%
Lago/Aruba/Develop- ments	-	4%	7%
Whole Session	9%	-	7%
What other/more info. desired			
Lago results & future outlook (Comparison with othert refineries facts on gains, earnings)	50%	17%	14%
Employee concerns (Benefits, medical, manpower plan, job security, wages and salaries)	30%	50%	82%
Related to Aruba (Exploration, Govt. Venezuela-relat ions, taxes)	10%	28%	-

(Continued on page 8)

Lago Planning and Supply Organization estableci na Coral Gables

Efectivo prome di October 1981, e Business Planning and Supply Department na Lago a wordo oficialmente discontinua y e Lago Planning and Supply Organization na Coral Gables a keda estableci.

E actividadnan di control di manejo di presupuesto y coordinashon di B.P. & S. a bai over pa Departamento Technico y Process Department a hanja su responsabilidadnan di coordinashon di producshon diario di crudo, economia di refineria na corto plazo y e actividadnan comercial y di negoshi local. E funcshonnan principal di Lago Planning and Supply Organization ta pa duna servicio di coordinashon comercial y di entrega entre Lago y su clientenan, conduci estudionan economico tocante e refineria y su organisashonnan di entrega y pa desaroya plannan di entrega y operashon.

Señor Stu Bengtson a wordo nombra Vice President di Lago cu responsabilidad pa e Planning and Supply Organization. E organisashon nobo ta consisti di dos departamento, jama: e Supply Department encabeza pa Sr. John Bell y e Longe Range Department encabeza pa Señor John M. Holzer.

E Supply Department tin dos divishon, e Coordination & Planning Division y e Business Analysis Division. E Coordination & Planning Division ta coordina revishon di cada kwartaal di Lago su operashonnan clave pa evalua e basenan di planificashon y determina e efectonan di gastonan y ganashi di ahustamento di operashonnan. Tambe e ta desaroya guianan pa gerencia pa hasi inventario di crudo y producshon y tene e gerencia di Lago y Esso Inter-America na altura di e desaroyonan clave den demanda y entrega.

E divishon aki ta encabeza pa Jack Fitzgerald y ta inclui Bill Bindeman, Senior Advisor, Steve Sayuk, Advisor Ernand de L'Isle, Rudolf M. Jessurun y Subbaroa L. Kikeri como Engineering Associates, Kenneth O. Booi, Senior Engineer, y J. Paquette como Analysta.

E Business Analysis Division ta desaroya y mantene guianan di e economia di e refineria pa uso den marginal cost/value analyses, e ta investiga economia alternativa pa varios systemanan di operashon y entrega pa refinarianan di Esso Inter-America, e ta duna apoyo economico na Long Range Planning pa desaroyo di Lago su Corporate Plan, evaluashonnan di projectonan grandi y Financial & Operating Plan.

E divishon aki ta encabeza pa Shaun Conaty y ta inclui Ed Griffith y Dan Harcharick como Advisors (conseheronan). Jack H. Branlund, Senior Engineering Associates, Omar n. Booi, Engineering Associate y Glenn A. Geerman y Antonio Nemecek como Senior Engineers.

E Long Range Planning Department ta coordina e desaroyo di Lago su Corporate Plan cu Esso Inter-America.

Tambe e ta identifica y formula objectivonan clave di Lago y implementa strategianan relata na topiconan manera capacidad y procesonan optimal di operashonnan di refineria, identificashon di programa di invershonnan grandi, screening initial y tempo di implementashon den coordinashon estrecho cu Lago su Technical Department y Exxon Research and Engineering.

Ademas e departamento aki ta identifica oportunidadnan di invershon a largo plazo y ta participa den estudionan di strategia a largo plazo cu tin un impacto potencial riba Lago su operashonnan. John Holzer ta Manager di e departamento aki cu ta inclui Jacobo S. Geerman, Senior Engineering Associate y Loreto Kock, Senior Engineer.



Safe Practices and Work Permit Rules and Procedures now in Programmed Learning Format

To improve on-the-job safety at Lago, the Safety Section recently acquired a S.T.I.P. Module for use in teaching the purposes and uses of the manual of "Safe Practices" and "Work Permit Rules and Procedures".

This audio-visual training program was developed jointly by Lago's Safety Section and the National Photographic Laboratory Inc. of Houston. It is a complete instructional unit, consisting of slides of Lago's refinery facilities, accompanying cassettes, programmed worksheet exercises and criteria tests.

The course which provides step-by-step directions on actual classroom administration is not intended to replace classroom instruction, but to provide a learning basis which the trainer can use with his own expertise.

Exercises are designed to provide immediate testing of the knowledge acquired in the slide/tape segment. The course has an eight-hour design. Administration time, however, varies with individual instructor, class size and the amount of discussion encouraged.

The program also includes a test which the instructor may use as a pre-test to demonstrate the trainee's grasp of performance objectives outlined in the sessions.

This new program was initiated in July by Industrial Hygiene, Safety Section for Lago and Contractor employees. The use of this Program is aimed at increasing the safety awareness of everyone working on the Lago concession.

Annual Meeting . . .

(Continued from page 7)

	Second level Supvsrs & above	Other MPT'S and 1ste level Supervisors	Covered personnel
Related to EIA/EXXON	10%	5%	4%
What else needed to improve sessions?			
Change Presentations (Simpler slides/better audio provide handout change timing)	15%	13%	50%
Change Format (Smaller groups shorter sessions question answer period after each presentation solicit written questions)	62%	67%	50%
What else needed to improve sessions			
Content			-
More on projects and goals	15%	7%	-
Video tape followed by question and answer session	8%	13%	-
Is management sincere in efforts to communicate thru such meetings?			
Yes	87%	45%	32%
No	13%	52%	27%
Don't know	-	3%	41%

(Continued on page 10)

Feria Cientifico ta ser teni na November 1981

E Comite pa FERIA Cientifico di Aruba a anuncia cu un otro feria cientifico lo ser teni durante ■ di dos y di tres fin di siman di November 1981 den e Cantina di John F. Kennedy School. E Feria Cientifico di Aruba pa 1981 atrobe lo ta bao direccion di maestronan di school, cu Sr. Paul van Niel di J.F. Kennedy School como Presidente.

Reconociendo e necesidad pa duna hubentud di Aruba un otro oportunidad pa desaroya nan talento cientifico, Lago lo duna su completo apoyo y tambe lo financia ■ feria.

E proyectonan lo ser parti den tres categoria, basa ariba e nivel di educacion di e schoolnan:

1. MAVO, ETAO y Huishoudschoolnan
2. Schoolnan pa Educacion Technico Elemental (LTS)
3. MTS y Colegio Arubano

Premionan util lo ser poni disponibel pa ganadonan di promer, segundo y tercer lugar den cada categoria, mientras tin premionan separa pa proyectonan individual y di grupo. Ademas, cada participante lo ricibi un regalo. E proyectonan lo ser juzga pa tres miembro prominente di comunidad Arubano. Mayoria di ■ schoolnan menciona aqui riba a designa un representante kende lo traha estrechamente cu Comite pa FERIA Cientifico di Aruba den planeamento y organizacion di e feria. Estudiantes por obtene conseho y guia for di nan representantenan di school mientras conseho technico tambe ta disponible for di Lago mediante su miembronan den e comite. Miembronan di e Comite pa FERIA Cientifico di Aruba ta Srs. Paul van Niel - Presidente, R.H. Altman, Ivan Kelly, C. Abbad, y miembronan di Lago R.M.M. Jessurun, E. Fingal y C.Z. de Cuba - Secretario.

Departamento Technico a Sponser Refractory Training

Recientemente e Departamento Technico a sponser un curso di Refractory Training di cuatro dia pa empleadonan di departamentonan Technical y Mechanical y pa empleadonan di contratistanan. Tambe a asisti na e entrenamiento aki representantenan di refinarianan di Manref (Nicaragua) y Rasa (San Salvador). Coordinador di ■ curso tabata Luis Giel di Technical Department y e instructornan tabata Stan Bronson y John Peterson di Exxon Research and Engineering.

Kiko ta refractory, su uso y importancia pa refinarianan di Petroleo? Nos a acerca Luis Giel pa hanja contesta riba e preguntanan y e a informa nos lo siguiente:

Kiko ta refractories?

Refractories ta materialnan non-metalico cu ta demostra un estabilidad fisico y quimico den lugarnan cu temperaturanan halto unda metalnan no ta resisti. Tur ■ refractories tin algun debilidad cu mester tene cuenta cunele den e disenjo. E debilidad aki por ta poco resistencia pa intercambio rapido di temperatura ■ por wordo afecta pa substancianan quimico, corushon, etc. E resultado cu refractories den tur caso nunca ta mes decepcionante cu nos experiencia cu aplicashon di mayoria di metalnan.

Pakiko Refractories ta wordo usa?

Condishonnan di ambiente den e equipo ta dicta ki materialnan tin mester. Den mayoria di e casonan metalnan ta wordo usa te cu mas o menos 500°F pa preshon y den ■ proceso total materialnan di refractories ta wordo usa como un capa di proteccion pa evita cu ■ temperaturanan di metal ta subi pasa lo que ta wordo considera como un maximum aceptabel. Fuera di ta ofrece resistencia na temperaturanan halto materialnan di refractory ta resisti hopi contra cayente.

(Continua na pagina 10)

Lago Helps employees and family to prepare for Coral Gables Move

During the week of October 19, 1981, the first group of employees and families leaves to take up their assignments in the newly formed Lago Planning and Supply Organization in Coral Gables. Thus far the move to Coral Gables has been proceeding smoothly.

When employees were approached about the move to Coral Gables a number of questions and concerns were raised. Employees wanted to know about housing, schooling facilities for their children and how their child would fit into the American school system. What were Lago's policies governing the move? In an effort to address these questions and make the transition smooth Lago took certain initiatives. First, Dr. Bert Kleiman, Superintendent of the Dade County School was invited to Aruba. Dr. Kleiman visited with officials of our local department of Education to get acquainted with the Aruban School System, its curriculum and the requirements the children will have to meet upon return. Arrangements also were made for Mr. John Grupe of Esso Inter-America's E.R. Department and a representative of Stadler Associates, a real estate relocation group, to come to Aruba to cover the orientation process in Florida with the group and to provide them with information on real estate rental market. On August 11, an all-day information session was held with employees and their wives at the Esso Club. The session covered such topics as:

Orientation on the American School System in general and the Dade County School in particular. The educational capabilities of the Dade County System were fully explained and private sessions held with those parents who had specific questions, slides presentations of the Coral Gables area, including information on available housing, costs and general living conditions were presented. A special English course was begun at the Seroe Colorado School for the children moving to Florida. When the S.C. school year started in September, these children began attending classes and commenced the orientation process to the American educational program. At the same time, they continued their English language classes. When they arrive in Miami and enter the local school system they will be tested for english proficiency and be given special training to reach a level of proficiency permitting them to follow the normal class work for their age group.

All employees and their wives had a house-hunting trip to Florida. Each was assigned a real estate representative who helped them locate acceptable housing. All were able to settle their housing problems during these visits. Interviews held with some of the wives indicate that they are happy with the way the move has gone thus far. "Florida has a lot to offer, a lot of activities and places for children to visit. Although it is a big change, I am looking forward to it" said one of the wives.

Lago and EIA have coordinated the big move and are pleased to see that many of the initial concerns have been eliminated. The Company is well aware of the stresses and problems such moves can present and recognizes the need to minimize them.

Lago Planning . . .

(Continued from page 1)

operating/supply modes for IEA refineries, provides economic support to Long Range Planning for development of Lago's Corporate Plan, major project evaluations and Financial & Operating Plan.

This division is headed by Shaun Conaty and includes Ed Griffith and Dan Harcharick as Advisors, Jack H. Branlund, Senior Engineering Associate and Glenn A. Geerman and Antonio Nemecek as Senior Engineers.

The Long Range Planning Department coordinates the development of Lago's Corporate Plan with EIA. It also

identifies and formulates key Lago objectives and implementation strategies related to such issues as: optimum sizing/processing capability of refining operations; major investment program identification, initial screening and implementation timing in close coordination with Lago's Technical Department and Exxon Research and Engineering. In addition this department identifies long range investment opportunities and participates in Long Range Strategy studies potentially impacting on Lago operations. John Holzer is the Manager of this unit which also includes Jacobo S. Geerman, Senior Engineering Associate and Loreto Kock, Senior Engineer.

Reunion Annual . . .

(Continua for di pagina 4)

	Second level Supervisors y esnan mas halto	Otro MPT's y 1st level Supervisors	Personal cubri pa contracto
Relashona cu IEA/Exxon	10%	5%	4%
Kiko otro por drecha e seshonnan			
Cambia presentashonnan	15%	13%	50%
Slides simpel/mihor posibilidad pa scucha duna un folleto cambia e ora di presentashon			
Kiko otro por drecha e seshonnan (continua)			
Cambia e tamanjo di gruponan y di seshonnan	62%	67%	50%
Gruponan mas chiquito Seshonnan mas cortico Duna oportunidad pa hasi pregunta y hanja contesta despues di cada presentashon Pidi pa pregunta por escrito			
Contenido			
Mas concentra riba porjectonan y objectivonan	15%	7%	-
Presenta video tape sigi door un seshon di preguntanan y contestanan	8%	13%	-
Gerencia ta sincero den nan intento pa comunica pa medio di e reunionnan aki			
Si	87%	45%	32%
No	13%	52%	27%
Mi no sa	-	3%	41%

E Communications Action Team recientemente a discuti e resultadonan cu gerencia di Lago. Claramente cu hopi bon proposishonnan a wordo hasi y esakinan lo wordo tuma na cuenta.

E resultadonan ta muestra cu aunque tin lugar pa mehorashon e mayoria di empleadonan ta hanja e seshonnan di valor.



Science Fair to be held in November, 1981

The Aruba Science Fair Committee announced that another science fair will be held during the second and third weekends in November, 1981, in the John F. Kennedy School Canteen. The 1981 Aruba Science Fair will again be under the direction of school teachers, with Paul van Niel of the J.F. Kennedy School as Chairman.

Recognizing the need of providing Aruba's youth another opportunity for developing their scientific talents, Lago will give its full support and also finance the fair.

The projects will be divided into three categories based on the level of education of the schools:

1. MAVO, ETAO and Home Economics Schools
2. Schools for Lower Technical Education (LTS)
3. MTS and Colegio Arubano

Useful prizes will be made available for first, second and third place winners in each category, with separate prizes for individual and group projects. In addition, each participant will receive a gift. The projects will be judged by three prominent members of the Aruban community. Most of the schools mentioned above have nominated a representative who will work closely with the Aruba Science Fair Committee in planning and organizing this fair. Students can obtain advice and guidance from their school representatives, while technical advice is also available at Lago through its members on the committee. Aruba Science Fair Committee members are: Paul van Niel - Chairman, R.H. Altman, Ivan Kelly, C. Abbad, and Lago members R.M.M. Jessurun, E. Fingal and C.Z. de Cuba - Secretary.

Management II . . .

(Continued from page 2)

subordinates helping him identify the areas for improvement and action planning.

The newly formed Organization Improvement Steering Committee is responsible for monitoring the overall coordination of Management II with other Organization Improvement goals and activities. Workshops and action planning will continue through 1982 expanding to include all supervisors and professional personnel. Future activities will increasingly involve all employees.

Annual Meeting . . .

(Continued from page 2)

The Communication Action Team recently discussed these results with Lago management. Clearly, many good suggestions have been offered and will be considered.

From the results, it is apparent that while there is room for improvement, the vast majority of our employees find the sessions of value.

Practicanan di Seguridad y Reglamentonan y Procedimento di Permit pa traha awor den Systema di Enseñanza Programa

Pa mehora seguridad na trabao den Lago, Safety Section recientemente ■ obtene un programa di entrenamiento yama S.T.I.P. cu por wordo usa pa sinja e propositonan y uso di e Manual di Safe Practices y Work Permit Rules and Regulations Procedures.

E programa Audio-Visual di entrenamiento aki ■ wordo desaroya conhuntamente door di Lago su Safety Section y National Photographic Laboratory Inc. of Houston. E ta un unidad di instruccshon completo, consistiendo di slides di Lago su facilidadnan di refinaria, acompaña di cassettes, ehercicionan programa y criteria test.

E curso cu stap pa stap ta duna direcshon con pa administrela den klas, su intension no ta pa reemplaza instruccshon den klas, pero pa duna un base di enseñanza cu e instructor por usa hunto cu su propio conocemento. Ehercicionan ta disenja pa duna inmediato checkmento di conocemento haya for di partinan di slide y tape. E curso ta disenja pa wordo duna den ocho ora. Su administrashon, sin embargo, ta varia cu instructor, grandura di ■ klas y ■ cantidad di discusion cu ta ser encurasha.

Den e programa ta inclui tambe un test cu e instructor por usa com un test adelanta pa demonstra cu e trainee a compronde e obhetivonan cu ta worde instrui den e seshonnan.

E programa nobo aki a ser inicia na Juli door di Industrial Hygiene/Safety Section pa empleadonan di Lago y contratista. Uso di es programa aki ta pa haci tur hende cu ta traha riba e terreno di Lago bira mas conciente di seguridad,

Refractories . . .

(Continua for di pagina 8)

gastamento, erushon y corushon den hopi aplicashonnan unda metalnan ta inadecuado. Sin uso di e refractories perdida di cayente den fornonan boileran y cierto equiponan lo ta economicamente inacceptabel. Ademas sin esaki e integridad total di e construcshon no por wordo adquiri.

Importancia di Refractories den Industria Petrolera.

Den refinarianan manera ■ di nos unda ta necesario pa mantene e cayente di e temperaturanan halto, refractories ta di hopi importancia. Tin diferente productonan di refractories, mayoria di nan ta especificamente disenja pa resisti na ■ condishonnan di operashon specifico. Fabricantenan, consumidornan y e American Society for Testing and Materials (ASTM) tur ta clasifica refractory, pero cada un na un manera diferente. Exito cu refractories ta depende di e calidad di e productonan, selecshon apropia, preparashon propio, keitamento, inicial y condishonnan di operashon. E meta di e programa di entrenamiento tabata pa tene esnan cu ta traha cu refractories den refinaria na altura di e ultimo desaroyonan den refractories.

Controllers reorganiza . . .

(Continua for di pagina 2)

Cambionan den Community Services:

E funcshonnan relaciona cu servicio general ■ wordo combina bao di un divison Printing Plant, Telex, Mail y e grupo di Secretarial Services cu tabata forma parti di MCS & Offices Services Division ■ wordo traslada pa community Services Division. E divison ta jama awor General Division y Sr. Gene Goley ta Division Superintendent.